

# VSO View Schedule – Quick Reference Guide

The Veteran Service Organization (VSO) View of Caseflow Hearings allows VSOs to view their upcoming Board hearing days, Veterans assigned to the dockets, as well as information about the Veterans' cases.

**This guide provides an overview of the functionality within the VSO View of Caseflow Hearings.**

To access the VSO View of Caseflow Hearings:

1. Go to <http://appeals.cf.ds.va.gov/hearings/schedule> in your web browser.
2. Sign in using your VA credentials.

The screenshot displays the Caseflow Queue interface. At the top, it shows 'Caseflow Queue | Switch product' and a search bar with 'Search cases' and 'WINNIE\_PVA\_VSO (VACO)'. The main heading is 'PARALYZED VETERANS OF AMERICA, INC. cases' with a 'Switch views' button. Below this are tabs for 'All cases', 'Unassigned (0)', 'Assigned (0)', and 'Completed'. The 'Unassigned (0)' tab is selected. The text below the tabs reads 'Cases owned by the PARALYZED VETERANS OF AMERICA, INC. team that are unassigned to a person.' and 'Viewing 0-0 of 0 total'. At the bottom, there are columns for 'Case Details', 'Tasks', 'Types', 'Docket', and 'Days Waiting', each with a dropdown arrow. Below these columns, it says 'Viewing 0-0 of 0 total'.

**NOTE:** VSOs will only be able to see Veterans they are representing.

Each VSO has their own team queue consisting of Veterans who have chosen them as their representative.

The screenshot shows the 'Caseflow Queue' interface for a user named 'BVATWARNER (VACO)'. The main heading is 'VSO cases'. Below this, there are tabs for 'All cases', 'Unassigned (3)', 'Assigned (3)', and 'Completed'. A sub-heading reads 'Cases owned by the VSO team that are unassigned to a person.' Below this is a table with columns: 'Case Details', 'Task(s)', 'Type(s)', 'Docket', and 'Days Waiting'. The table contains three rows of data for 'Bob Smith' with different case IDs. Callout boxes provide instructions: 'Click Search cases to advance to the Veteran Case Search page.' points to the search bar; 'Click Switch views to toggle between Your cases and Team cases view.' points to the 'Switch views' button; 'Click the Veteran/Appellant's name to view details about the case.' points to the case ID links; and 'This icon indicates docket type: D = Direct Review, E = Evidence Submission, H = Hearing Request. Hover over the icon to see the docket type spelled out' points to the docket icons in the table.

Click **Search cases** to advance to the **Veteran Case Search** page .

Click **Switch views** to toggle between *Your cases* and *Team cases* view.

Click the Veteran/Appellant's name to view details about the case.

This icon indicates docket type:  
**D** = Direct Review  
**E** = Evidence Submission  
**H** = Hearing Request  
  
Hover over the icon to see the docket type spelled out

VSOs accredited to represent more than one organization can switch between both organization (i.e. American Legion and Paralyzed Veterans of America).

The screenshot shows the Caseflow Queue interface. At the top left, there is a 'Caseflow Queue' header with a 'Switch product' dropdown menu. A callout points to this menu with the text: 'Click **Switch product** to switch between **Hearings** and **Queue**.' On the right side, there is a 'Search cases' button and a user profile 'BVATWARNER (VACO)'. Below the header, the main section is titled 'VSO cases'. There are four tabs: 'All cases', 'Unassigned (2)', 'Assigned (4)', and 'Completed'. A 'Switch views' dropdown menu is open, showing 'Your cases' and 'VSO team cases'. A callout points to this menu with the text: 'Click the desired organization from the **Switch views** dropdown menu to view that organization's queue.' Below the tabs, there is a table of cases with columns: Case Details, Task(s), Type(s), Docket, and Days Waiting. Two cases are listed, both for 'Bob Smith' with tasks 'Prepare Informal Hearing Presentation'.

Case Details	Task(s)	Type(s)	Docket	Days Waiting
Bob Smith (500000001)	Prepare Informal Hearing Presentation	Original	E 190206-15	29
Bob Smith (500000003)	Prepare Informal Hearing Presentation	Original	E 190206-17	31

# Viewing the Hearing Schedule

To view the upcoming hearing schedule, switch to Caseflow Hearings.

The screenshot shows the Caseflow Queue interface. At the top left, there is a 'Caseflow Queue' header with a 'Switch product' dropdown menu. A green callout box points to this menu with the text: 'Click **Switch product** to switch to **Caseflow Hearings**.' To the right of the header, there is a search bar labeled 'Search cases' and a user profile 'BVATWARNER (VACO)'. Below the header, the main content area is titled 'Your cases' and includes a 'Switch views' button. There are three tabs: 'Assigned (2)', 'On hold (0)', and 'Completed'. The 'Assigned (2)' tab is active. Below the tabs, it says 'Cases assigned to you:' and 'Viewing 1-2 of 2 total cases'. A table follows with columns: 'Case Details', 'Task(s)', 'Type(s)', 'Docket', and 'Days Waiting'. The table contains two rows of data for 'Bob Smith'.

Case Details	Task(s)	Type(s)	Docket	Days Waiting
Bob Smith (500000151)	Prepare Informal Hearing Presentation	Original	E 190313-66	11
Bob Smith (500000154)	Prepare Informal Hearing Presentation	Original	E 190313-69	0

**NOTE:** VSOs will only be able to see Veterans they are representing.

The **Board Hearing Schedule** page is your first stop in Caseflow Hearings. From the **Board Hearing Schedule** page you can search for cases by Veteran ID, sort the schedule by date range, sort the schedule by Regional Office, and download the current view of the hearing schedule.

The screenshot shows the 'Caseflow Hearing Schedule' interface. At the top, there is a search bar for 'Enter a Veteran ID' and a 'Search' button. Below this is a section for selecting a date range with 'From' and 'To' date pickers and an 'Apply' button. A 'Download current view' button is also present. At the bottom, a table displays the hearing schedule with columns for Date, Type, Regional Office, and Room.

**Board Hearing Schedule**

From: 02/11/2019 To: 03/12/2020 Apply

Download current view

Date	Type	Regional Office	Room
Mon 3/11/2019	Central		2 (1W200B)
Mon 3/11/2019	Video	Baltimore, MD	1 (1W200A)
Sat 3/16/2019	Video	St. Petersburg, FL	

Select a *From* date and a *To* date and click **Apply**, to view the hearing schedule between the date range.

Download current view

Click **Download current view** to download a spreadsheet (Excel) of the current hearing schedule.

You can sort the hearing schedule by hearing **Date**, **Type**, **Regional Office**, and **VLJ**.

## Board Hearing Schedule

From:

To:

Apply

[Download current view](#)

Click the funnel icon and select the desired **Regional Office** from the dropdown menu, to sort the schedule by Regional Office.

Add Hearing Date

Date	Type	Regional Office	Room	VLJ
Wed 3/06/2019	Central	<<blank>> (6)	2 (1W200B)	
Wed 3/06/2019	Video	Baltimore, MD (1)	1 (1W200A)	
Mon 3/11/2019	Video	Cheyenne, WY (2)		
Sun 3/17/2019	Video	Honolulu, HI (1)	1 (1W200A)	cases, Judge
Sun 3/17/2019	Video	Houston, TX (3)	1 (1W200A)	cases, Judge
Sun 3/17/2019	Central	Phoenix, AZ (5)	1 (1W200A)	cases, Judge
Thu 3/28/2019	Video	Seattle, WA (2)	1 (1W200A)	cases, Judge
Thu 3/28/2019	Video	St. Petersburg, FL (6)	1 (1W200A)	cases, Judge
Thu 3/28/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge
Thu 3/28/2019	Central		1 (1W200A)	cases, Judge

# Viewing the Daily Docket

Select the hearing date to view the Daily Docket for that date.

Enter a Veteran ID Search

## Board Hearing Schedule

From:  To:  Apply Download current view

Filtering by: Hearing Location [Clear all filters.](#)

Date	Type	Regional Office	Room	VLJ
Mon 3/11/2019	Video	St. Petersburg, FL	1 (1W200A)	Harris, Alisha
Sun 3/17/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge
Thu 3/28/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge
Mon 4/08/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge
Fri 4/19/2019		Petersburg, FL	1 (1W200A)	cases, Judge
Tue 4/30/2019		Petersburg, FL	1 (1W200A)	cases, Judge

Click the date on the hearing schedule to view the **Daily Docket** for that date. .

The **Daily Docket** displays all the hearings scheduled for that date. It will also display the Appellant/Veteran's name, address, Veteran ID, Time, Regional Office, and Representative. It will also include the Hearing Location, Hearing Day, and any Notes associated with the hearing.

**Daily Docket (Thu 3/28/2019)**

< Back to schedule

VLJ: Judge cases  
Coordinator:  
Hearing type: Video  
Regional office: St. Petersburg, FL  
Room number: 1 (1W200A)

Appellant/Veteran ID/Representative	Time/RO(s)
1. <b>Chadd Bogan</b> 740799996 L 4485921  341 Murray Plaza St. Petersburg, FL 87982 Attorney	12:00 am ET / 12:00 am ET St. Petersburg, FL  1 issues

**Disposition**  
Select...  
**Copy Requested by Appellant/Rep**  
 Transcript Requested

**Regional Office**  
St. Petersburg, FL

**Hearing Location**  
St. Petersburg, FL

**Hearing Day**  
Select...

**Time**  
 8:30  12:30  
 Other

**Notes:**  
This hearing was cancelled via the veteran on 05/11/2019.

**Disposition**  
Select...  
**Copy Requested by Appellant/Rep**  
 Transcript Requested

**Regional Office**  
St. Petersburg, FL

**Hearing Location**  
St. Petersburg, FL

**Hearing Day**  
03/28/2019

The **Notes** section is used for notes related to the hearing and hearing logistics. Refreshing the **Daily Docket** allows you to see the most recent updates.

Click the **Veteran ID** to view details about the case listed on the **Case Details** page.

# **Search for a Case**

**Step 1:** Input the Veteran’s ID and click **Search** to begin searching for a case.

## Board Hearing Schedule

From:  To:

Filtering by: Hearing Location [Clear all filters.](#)

Date	Type	Regional Office	Room	VLJ
Mon 3/11/2019	Video	St. Petersburg, FL	1 (1W200A)	Harris, Alisha
Sun 3/17/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge
Thu 3/28/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge
Mon 4/08/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge
Fri 4/19/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge
Tue 4/30/2019	Video	St. Petersburg, FL	1 (1W200A)	cases, Judge

Input the Veteran ID and click **Search** to search for a case.

**Step 2:** Once the search results appear, click on the Docket number to view the Case Details page.

## Veteran Case Search

Please enter a valid claims file number to search for all available cases.

**1 case found for “Nola L Stroman (994806951)”**

### Appeals

Docket	Appellant Name	Status	Type(s)	Decision Date	Assigned To
<span>H</span> <span>L</span> 3462916	Veronica	Active	Post Remand		AABSHIRE

### Higher Level Reviews & Supplemental Claims

This Veteran has no higher level reviews or supplemental claims at this time.

Click the Docket number to view details about the case.

The **Case Details** page displays details about the case including Issues, Power of Attorney, Hearings, information about the Veteran and/or Appellant, and the Case Timeline.

Nola L Stroman

Veteran ID: 994806951

[View all cases](#)

DOCKET	TYPE	DECISION DOCUMENT ID
<span style="border: 1px solid #ccc; padding: 2px;">L 3462916</span>	Post Remand	<span style="border: 1px solid #ccc; padding: 2px;">173401836.290</span>

**Currently active tasks**

No active tasks

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- Issues >
- Power of Attorney >
- Hearings >
- About the Veteran >
- About the Appellant >
- Case Timeline >

Issues

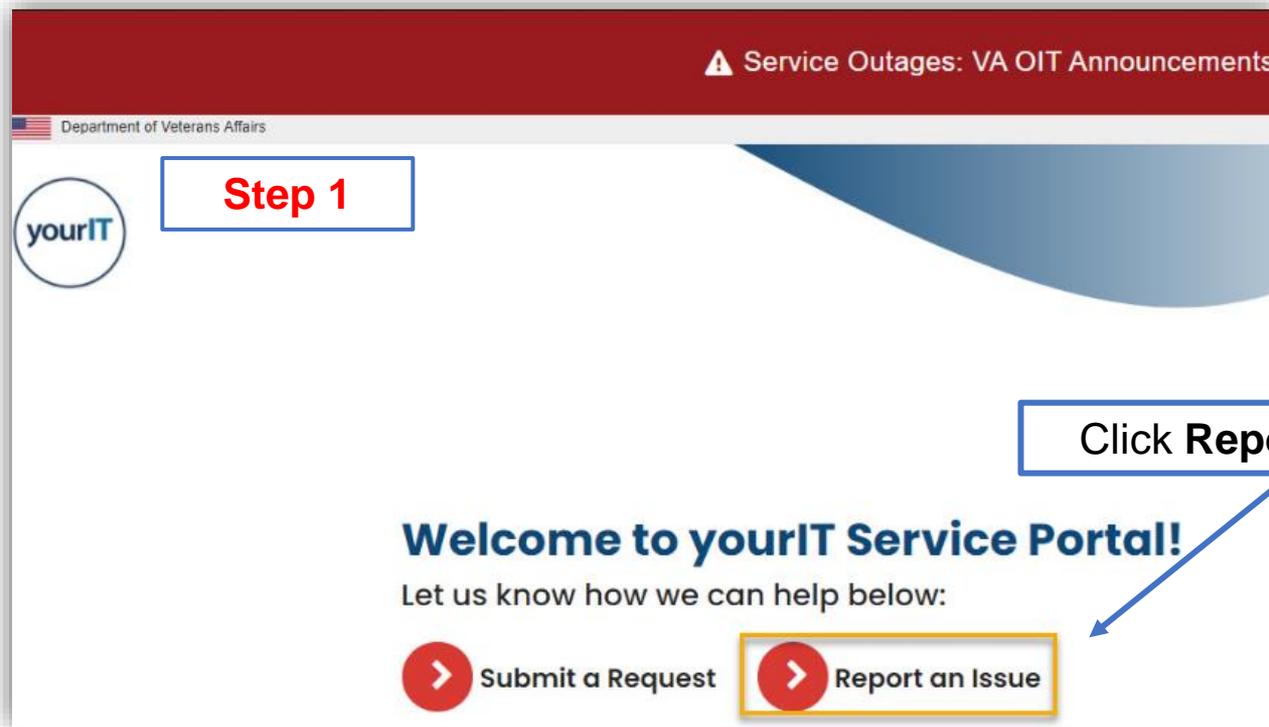
<p><b>Issue 1</b></p> <p>PROGRAM: Compensation</p> <p>ISSUE: TDIU</p> <p style="padding-left: 20px;">Entitlement</p> <p>NOTE: <i>Perspiciatis veniam sed non.</i></p> <p>DISPOSITION: 1 - Allowed</p> <p><b>Issue 3</b></p> <p>PROGRAM: Compensation</p> <p>ISSUE: Increased rating</p>	<p><b>Issue 2</b></p> <p>PROGRAM: Compensation</p> <p>ISSUE: TDIU</p> <p style="padding-left: 20px;">Entitlement</p> <p>NOTE: <i>Perspiciatis veniam sed non.</i></p> <p>DISPOSITION: 4 - Denied</p>
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**Note:** The **Case Details** page can also be accessed by clicking the Veteran ID on the **Daily Docket**.

# Technical Support

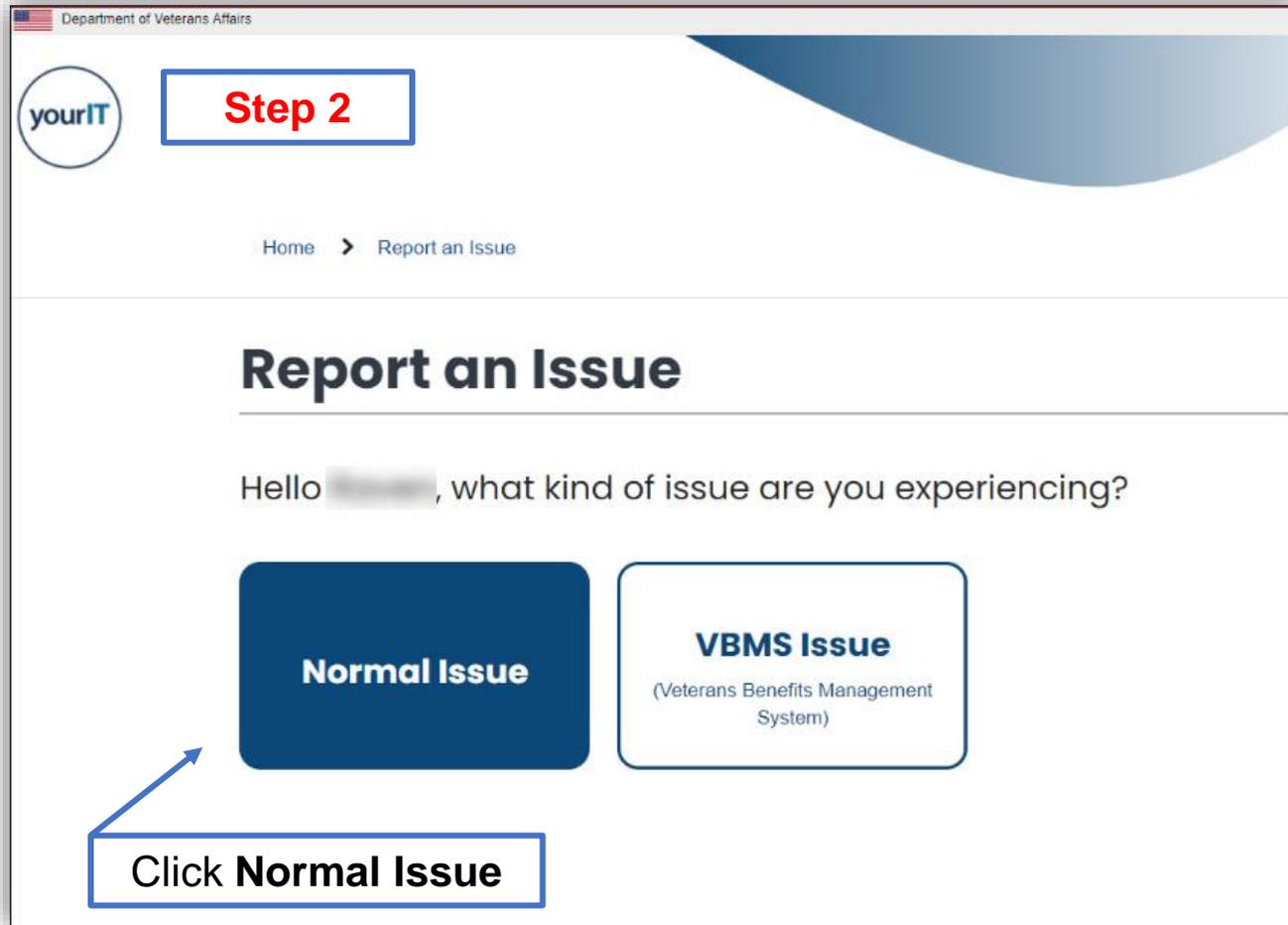
# Experiencing Technical Issues?

Open a support ticket via YourIT (<https://yourit.va.gov/va>)



**NOTE: Caseflow Technical Support does NOT issue or manage access to the Caseflow product.** This is handled by your local CSEM/ISO team. Please do not submit access related tickets. Contact your direct management team regarding access guidance.

# Experiencing Technical Issues?



Department of Veterans Affairs

 **Step 2**

Home > Report an Issue

## Report an Issue

Hello [redacted], what kind of issue are you experiencing?

**Normal Issue**

**VBMS Issue**  
(Veterans Benefits Management System)

**Click Normal Issue**

# Experiencing Technical Issues?

**Step 3**

**Create Incident**  
Create an incident record to report and ask for assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

**We cannot process password resets initiated from this item or any item from the portal. You can access Self-Service for a 1 Day PIV Exemption at the Self-Service page: [access.va.gov](https://access.va.gov) Or you may contact the ESD at (855) 673-4357 for ALL password resets.**

**USER INFORMATION**

\*Affected End User  
if you are entering this request on behalf of someone else, enter that person's name in this field

\*Affected End User Phone Number  
Please enter the phone number using 10 or 11 digits

Affected End User Phone Extension  
numeric Text Only

\*Affected End User Email Address

\*Affected End User Location  
VA Central Office 813 Vermont Ave

\*Affected End User Building Number  
\*Affected End User Room Number

\*Preferred Contact Method  
Email

\*Best Follow-up Phone Number

Please enter your best available contact days and times  
Mon-Fri 8:00 AM - 4:30 PM EST

**INCIDENT DETAILS**

\*Urgency  
3 - Medium - Work around is available

\*Category  
Please choose the category that most closely identifies your incident (Facility, Hardware, Security, Service, or Software)

Web Applications

\*Subcategory  
-- None --

**Complete all required fields.**

**Note:**  
Category selection:  
Web Application  
Sub-Category selection:  
Caseflow

# Summary of Changes

# Summary of Changes

Date	Summary of Changes	Affected Pages	Version	Author
June 2019	Initial distribution.			
September 2021	Updated Technical Support procedures	15-20		